



Summer Staff Manual
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Letter from Brian Harrell

Dear Staff,

As the Summer Camp Coordinator I would like to personally welcome you to the City of Rocky Mount Parks and Recreation Department. It is only through the hard work of our employees that we are able to continue to provide quality parks and recreational experiences for citizens and families in the City of Rocky Mount. Your desire to become a City of Rocky Mount employee is greatly appreciated and we are honored to have you as staff that is dedicated to changing lives through people, parks, and programs.

2012 marks the fourth year that I have been the coordinator for Summer Camps for the City of Rocky Mount Parks and Recreation Department. With that said, I believe that this year will be the greatest year for success within our summer camp programs. This success can only be achieved by hard work and dedication from people just like you. I have personally outlined policy and procedures so that we make sure our camps are run and administered at the highest level possible. I pride myself and this department on the work of people that are in your shoes. We have gained notoriety within the City for the example and hard work that is displayed by our part time staff associated with the Summer Day Camps. I am confident and excited knowing that you are now apart of that assurance and stewardship displayed all summer long. I would like to challenge you with a quote by President John F. Kennedy which says, "Leadership and Learning are indispensable to each other". With knowing that you are the front lines to learning through Summer Camp I know you will exemplify every policy and procedure listed.

Again thank you in advance for your hard work this upcoming summer and I look forward to seeing you! You are giving the campers of our programs the chance to learn and grow through the joy of summer camp. If you have any questions, please feel free to contact me Brian Harrell at (252) 467-4902 or email Brian.Harrell@rockymountnc.gov.

Sincerely,

Brian Harrell, BS, CPRP

Program Coordinator
City of Rocky Mount
Parks and Recreation Department
(252)467-4902
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Mission Statement

City of Rocky Mount Mission Statement

The City of Rocky Mount's mission is:

“To advance community well-being, safety and quality of life by delivering exceptional public services.

City of Rocky Mount Parks and Recreation Mission Statement

The mission of the Rocky Mount Parks & Recreation Department is advancing community well-being, safety, and quality of life by delivering exceptional public service.

“Creating community through people, parks, and programs.”

City of Rocky Mount Recreation Department Mission Statement and Goals

The Recreation Division is dedicated to being the leading provider of cost-effective recreation programs that encourage inclusive/multi-cultural participation, active living, and lifelong learning.

- Increase diverse program offerings that serve populations with special needs.
- Increase awareness of recreational programs resulting in higher enrollment and participation.
- Develop and implement recreational services that promote multi-generational participation.
- Develop and implement recreational services that increase leisure knowledge and skills.
- Develop and implement recreational services that promote active living
- Consistently evaluate the cost effectiveness of recreation programs
- Encourage professional development among recreation division staff

Introduction

This handbook is prepared as a guide for Recreation Camp Counselors/Supervisors within the parks and facilities operated by the City of Rocky Mount Parks and Recreation Department. Use this book as a practical means of answering questions you have as you encounter your leadership role within our department.

Camps will operate with schedules designed to meet the needs of clientele being served. All aspects of the camp program have been covered.

Further help may be found from various books and pamphlets within the Parks and Recreation Department or from the expertise of our specialized staff. Also, valuable resources are located in our public library.

It is our hope that what you learn from this manual will be carried with you in other facets of your life. Using all the resources available and your personal talents, let's make this summer safe and enjoyable.

Ethics

Code of Ethics for Camp Counselors and Staff

The American Camping Association recognizes the camp counselor and camp staff person as the primary instrument through which the objectives, goals, and philosophy of the camp are transmitted to the child/camper. As such, the counselor/staff person should be aware of the following recommended ethical practices.

- I shall endeavor to understand and faithfully interpret the camp philosophy, objectives, and goals in my relationship with the campers and staff.
- I shall conduct myself in an exemplary manner recognizing that I am an adult role model for my campers. By my behavior I will always try to demonstrate high moral values. I recognize that my conduct when I am away from the camp premises also reflects on the camp.
- I shall always seek to be truthful, honest, and fair in my communication and interactions with campers and all staff including directors.
- I accept the challenge of helping my campers increase their awareness of and responsibility to others and to the world of nature, helping them gain in self-confidence and self-concept, and of teaching them new skills.
- I shall refrain from abusive language and any form of corporal punishment or embarrassment in my dealings with the campers and the staff.
- I shall be accepting of diverse racial, national, religious, and cultural background of my campers and not seek to impose my own particular views.

Client Rights

(Abbreviated for use at City of Rocky Mount Summer Camps)

1. The right to the least restrictive, most appropriate, most effective, positive reinforcement modality, treatment, and habilitation activities.
 - ** Least restrictive environment – means allowing the clients to do the most they can do.
 - ** Most appropriate – depending on age, ability and likes/dislikes.
 - ** Positive reinforcement modality – means to use positive reinforcement during all treatment and habilitation activities.
2. The right to age appropriate treatment.
3. The right to be free from abuse:
 - A) Sexual offences
 - B) Kidnapping – being taken off premises or encourage to leave without staff supervision.
 - C) Verbal – cursing at or around them, using offensive language, demeaning words, or names (ex. baby, kid, retard)
 - D) Physical Abuse/Corporal Punishment
4. The right to participate in social interactions with other residents and other members of the community.
5. The opportunity to participate in social interactions with other residents and other members of the community.
6. The right to privacy: Clients should have privacy and be encouraged to exercise this right by closing doors, wearing clothes around others – especially when bathing, shaving, dressing, and toileting.
7. The right to medical treatment and preventive services.
8. The right to an indoor activity space.
9. The right to be outdoors daily.
10. The right to receive visitors – within specified limits.
11. The right to access the telephone with privacy if requested and right to make and receive calls (within specified limits).
12. The right to have personal needs attended to – assistance if necessary with the least invasion of privacy as possible.
13. The right to keep or dispose of personal possessions (with permission from guardian).
14. The client or guardian, if client is adjudicated incompetent, has the right to refuse treatment.

Camper Characteristics

It is imperative that the staff becomes knowledgeable about the physical, socio-emotional and mental characteristics of youth of different age groups. In order for the staff to be effective teachers and counselors, they must know what to expect from children of different ages.

On the following page there are listed some physical, mental, and socio-emotional characteristics of campers according to their age group.

CHARACTERISTICS OF CAMPERS BY AGE GROUP

Five to Seven Years Old

Physical Characteristics

Large muscles better developed than small ones
Eye-hand coordination not fully developed
Constantly active
Fatigues easily
Highly susceptible to disease
Attention span short but increasing
Reaction time slow
Period of relative slow growth

Socio-Emotional Characteristics

Egocentric or "I" centered
Enjoys fighting, chasing activities
Adult approval important
Does not accept criticism well
Does not lose graciously
Highly dramatic, cries easily, tends to exaggerate
Can accept more responsibility but often forgets

Mental Characteristics

Eager, curious, highly motivated to learn
Repetition activities enjoyed
Interested in everything
Learns best through participation and concrete situations

Eight to Ten Years Old

Physical Characteristics

Small muscles further developed
Eyes fully developed by end of this period
Lungs, digestive, and circulatory systems almost fully developed
Poor posture begins to appear
Girls may become more advanced than boys by the end of this period
Energy level high for those not maturing but children often play to a point of fatigue
Attention span longer

Socio-Emotional Characteristics

Desires to belong to a group
Emotional outbursts are frequent
Desire for recognition by the group is important
Strong attachment to same sex
Group skills and team skills have increased
Friendships are ever changing – often due to different rates of maturation
Differences appear in interests of boys and girls
Shows greater responsibility and dependability

Eleven to Thirteen Years Old

Physical Characteristics

Rapid period of growth marks the beginning of puberty
Secondary sex characteristics developing
Needs eight to nine hours of sleep, although liable to sleep longer
Enormous appetite
Heart not developing as rapidly as the rest of their body
Laziness, restlessness, and fatigue alter spasmodically
Wide range of differences in maturation becomes very obvious

Socio-Emotional Characteristics

Seeks acceptance by peers
Begins to show interest in opposite sex
Opinions of peers more highly thought of than those of adults
Interests in team games, outdoor activities, hobbies, collections, TV, etc.
May become moody, overcritical, stubborn, uncooperative
Likes adults who do not nag, scold, or talk down to him/her

Mental Characteristics

Child recognizes his/her own capabilities and abilities
Begins to show ability in special interest areas in which he/she is successful

Leadership

The art of effective leadership depends on the combination of qualifications. Some of the personal qualities are as follows.

A Genuine Interest in Children

One must have a genuine interest in children in order to enjoy working at a recreation camp. One may not have all the skills needed for dealing with children, but they can be acquired. This can be developed through patience and understanding; however, without an interest in children, it can never be achieved.

Common Sense and a Sense of Responsibility

Being responsible and having common sense are essential to being an effective leader. To develop a successful camp program one needs to understand the philosophy of recreation. Children need to be informed of the rules and have a basic understanding of these rules. Be sure to remind the children of their limitations. An alert eye is needed at all times. Remember, children are their parent's precious cargo – **treat each one as if they were your own.**

Good humor and self-control.

There will be days when your patience and humor may run out. Loss of temper will not solve any problems and may worsen the conflict. You have to be firm and just in your treatment of children because they expect it from you. They do not expect harsh treatment or language. You will obtain more respect from children by keeping a level head. Losing your temper will cause them to lose respect for you.

Good working knowledge of recreational activities for both boys and girls.

Most of the day camp activities should be structured and organized; however, there will be time when there is extra time for play activities. All of the eight areas of recreation should be explored. These include: arts & crafts, drama, music, literature, nature & outings, sports & games, special events, and social recreation. Try to achieve a balance of these eight areas. Balance makes for a well-rounded life!

Characteristics of an Effective Leader

Some characteristics of an effective leader include:

Leading by example – what he/she says is what he/she does

Having a good sense of humor and uses it to avert crises

Having a genuine concern for the group, not just self

Pushing campers to think creatively

Tactfully avoiding serious misunderstandings; avoids direct conflict,

Example: “You are wrong.”

Better approach: “Your way may be ok, but is there a better way.”

Preventing serious mistakes because of immature judgment. This includes saying “NO” when necessary

Trying to make all activities fun and exciting

Not tolerating carelessness and immaturity – under these conditions campers lose respect for counselors

Giving praise freely when deserved – this means having a positive attitude about everyone and everything

Foreseeing impending crisis and heads things off

PREVENTING INAPPROPRIATE SCENES IN PUBLIC – CORRECTS CAMPERS PRIVATELY WHEN POSSIBLE

Rather than telling campers what to do, leaders help find solutions to their problems

Never using physical punishment

Trying to challenge campers

Trying not to be defensive against negative behaviors displayed by the campers

Preventing campers from forming unhealthy attachments

Job Description

Title: Camp Supervisor

(Reports to Recreation Program Coordinator)

RESPONSIBILITIES

1. Supervise all staff in planning and carrying out overall camp program.
2. Assume leadership of all campers and staff assigned to his or her area.
3. Coordinate all field trips.
4. Maintain proper records.
5. Request needed material.
6. Maintain a positive relationship with the campers, parents, and other staff members.
7. Promote good conduct and act as a “role model” for campers and counselors.
8. Teach activities such as games, songs, values and other various activities.
9. Conduct weekly staff meetings to discuss the camp program.
10. Evaluate counselors’ job performance.
11. Assist in other duties as defined by the Recreation Manager.
12. Maintain proper equipment for activities.
13. Have proper registration information on each child in camp available at all times.
14. Adhere to city policies including understanding and respecting the differences of camp attendees as well as co-workers.

QUALIFICATIONS

1. Must be at least 18 years of age, and have previous experience in a camp program.
2. Must have genuine interest in children and the outdoors.
3. Must have skills and knowledge in teaching crafts, songs, stories, games, sports, and other activities.
4. Ability to maintain maturity level and a high standard of conduct in accordance with the philosophies of the City of Rocky Mount Parks and Recreation Department.
5. A positive attitude and the desire to help others.
6. Ability to effectively supervise staff.
7. Ability to deal effectively with parents and the general public.
8. Enthusiasm and friendship.
9. Knowledge of First Aid and CPR.

Title: Camp Counselor

(Reports to Camp Supervisor)

RESPONSIBILITIES

1. Work cooperatively with all staff in planning and carrying out overall camp program.
2. Assume leadership of assigned campers and plan group activities.
3. Maintain a positive relationship with campers, parents, and other staff members.
4. Promote good conduct and act as a “role model” for the campers.
5. Teach activities such as games, songs, values, and other various activities and actively participate in these.
6. Attend weekly staff meetings to discuss the camping program.
7. Assume leadership and guidance of assigned Counselor in Training.
8. Assist in other duties as assigned by the Camp Supervisor.
9. Adhere to city policies including understanding and respecting the differences of camp attendees as well as co-workers.

QUALIFICATIONS

1. Must be 16 years of age or older.
2. Must have genuine interest in children and the outdoors.
3. Must have skills and knowledge in teaching crafts, songs, stories, games, sports, and other activities.
4. Ability to maintain maturity level and a high standard of conduct in accordance with the philosophies of the City of Rocky Mount Parks and Recreation Department.
5. A positive attitude and the desire to help others.
6. Enthusiasm and friendship.
7. Knowledge of First Aid.

Title: Camp Lunch Staff

(Reports to Camp Supervisor)

RESPONSIBILITIES

1. Work in compliance with the USDA Summer Feeding Program
2. Work cooperatively with all lunch staff in planning and carrying out campers lunch.
3. Work to maintain a healthy eating site for all campers and staff
4. Promote Healthy eating habits
5. Assume leadership of serving and preparing food for campers.
6. Promote good conduct and act as a “role model” for the campers.
7. Maintain a positive relationship with campers, parents, and other staff members.
8. Make sure every child leaves lunch receiving a meal
9. Maintain communication with camp sites for lunch and snacks
10. Assist in other duties as assigned by the Lunch Supervisor.
11. Adhere to city policies including understanding and respecting the differences of camp attendees as well as co-workers.

QUALIFICATIONS

1. Must be 15 years of age or older.
2. Must have genuine interest in children and the outdoors.
3. Must have skills and knowledge in working in a cafeteria setting and with handling food.
4. Ability to maintain maturity level and a high standard of conduct in accordance with the philosophies of the City of Rocky Mount Parks and Recreation Department.
5. A positive attitude and the desire to help others.
6. Enthusiasm and friendship.
7. Knowledge of First Aid.

Counselor Responsibility

1. Supervise your group of campers at **all** times!
2. Assist with attendance records and collection of money.
3. Know the conduct of your campers at all times.
4. See that the daily schedule is followed.
5. Delegate responsibilities to campers.
6. Be fair and consistent with enforcing the rules.
7. Always have the camper information sheets and the First Aid Kit **AVAILABLE**.
8. Record all accidents (as minor as they may seem) and submit the report to the camp supervisor.
9. If you are fortunate enough to have an inside facility at your home base, please keep it clean and orderly.
Other individuals have to share this space.
10. If you are allowed to purchase materials for camp keep all receipts and submit to Recreation Manager or the camp supervisor in charge of your camp.
11. Make a “big deal” out of special events! If you are excited they will be too!
12. Each day you are responsible for bring your own lunch. You will not be able to leave the facility to get lunch.
13. During lunch and snack, **all** campers are to remain seated. “Clean-up” is done as a group!
14. Assist in the planning of activities and participate with the children. (Games, arts & crafts, etc.)

Here are some **Do's and Don'ts** to keep in mind:

DO:

1. Be on time.
2. Telephone at your earliest convenience if you're sick.
3. Learn the names of your campers and staff members with whom you work.
4. Keep your promises and don't make those you can't keep
5. Try to accept people in whatever circumstances you find them.
6. Be appreciative of the volunteers.
7. Establish a helpful and supportive relationship.
8. Acquaint yourself with the policies, regulations and programs of the camp.

9. Understand the job that you have and accomplish it to the fullest.
10. Accept orientation and training appreciatively and contribute your knowledge and experience for others to benefit from.
11. Keep confidential matters confidential and give loyalty to the department's programs and staff, and above all, to the campers you are assisting. This includes any medical information you may be aware of. This should be considered top-secret and shared only on a need to know basis. Any questions about what to share should be run by the Program Coordinator.
12. Open yourself to opportunities for growth – in skills, sympathy, self-confidence and responsibility.
13. Take pride in being a staff member.
14. Abide by all rules and regulations.

DON'T

1. Bring cell phones or electronic items to camp.
2. Loan money
3. Give gifts to campers without clearing with the staff member in charge.
4. Seek unnecessary information concerning campers served by the department.
5. Complain about the department and staff.
6. Give medicine to any camper without prior permission from Kelvin Yarrell.
7. Take campers anywhere in your car, without prior consent of the camp supervisors.
8. Accept money or handle any financial matters unless authorized to do so by the supervising staff member.
9. Punish any camper, unless authorized to do so in the appropriate manner by the supervising staff member.
10. Give camper your phone number and address.

Let's Have a Great Summer!!

Counselor Information

Communication

Communication is very important when working with children. The lack of it can cause minor complications to develop into serious problems. Listed below are several hints to help keep the doors of communication open.

1. Learn the campers' full names. Learn their first names immediately and their full names by the end of the first week. The use of nametags during the first day should be very helpful.
2. Listen carefully to the campers. They are always two sides to every story.
3. Keep a good sense of humor. Children can be funny. Do not laugh at them, instead laugh with them.
4. Give a lot of words of encouragement ("We" all have our bad days).
5. Play no favorites! Everyone wants to feel "special".
6. Allow campers to set some rules. Give a lot of do's instead of don'ts.
7. Watch your tone of voice. Be careful when you reprimand a child.
8. Keep a pleasant attitude while working. If the kids see that you are enjoying yourself, they will enjoy it more.
9. Remember that children are people too!
10. Communicate any problems to the camp supervisor or Recreation Manager. Try to communicate verbally when at all possible, then if necessary, by written note.
11. Communication is also very important between fellow staff members. Openly communicate between each other about camp activities, plans or camper progress. Personal conversations should not occur between staff members while on duty.

First Day

On the first day you will need to be prepared for an exciting and challenging day! You can never be over prepared. When the group begins to arrive, you will need to be pleasant and welcoming. For many campers, this will be their first camp experience. Campers may be apprehensive and fearful. This is especially true of the younger campers. In these cases you will need to use your own human relation skills to make the child feel comfortable and safe. Do not force children into games. Use encouragement and enthusiasm to motivate them. The supervisor is responsible for getting the "trouble" cases involved.

Since this is one of the days you will find the children most attentive, it is effective to go over general camp rules. It is best if you only go over the basic rules on this day. When your group goes on a special trip, rules for those special days should be gone over. You may wish to develop a game to make this process more fun and effective. Involving campers in naming rules works well.

After taking attendance and establishing the rules, you will be assigned a space in which to run some games. Non-threatening, noncompetitive and active experiences in which everyone is successful are recommended. Change the activities often, especially for the younger campers. Pay close attention to your campers' skill levels. The camp supervisor and head instructor will change group members who belong in a different age or skill group.

WHEN CAMPERS ARRIVE AT CAMP

1. Campers are placed in a group dependent on age (changes may occur at a later date with regards to size and skill level).
2. Children are assigned a “buddy” within their group.
3. Rules of camp will be explained to all campers:
 - a. Importance of buddy system
 - b. Policies and conduct of campers
 - c. Goals of Camp

Have Fun!

How to Encourage Your Campers

General Positive Behavior Interactions:

- Yes.
- Terrific!
- You're doing a lot better.
- Good!
- Way to Go!
- I'm very proud of you all.
- Nice Job!
- Nice Going!
- The entire group did well.
- Thank you.
- That was good.

Non Verbal Positive Behavior Interactions:

- Smiling
- Shaking hands, High-Five
- Nodding
- Clapping hands, Applauding
- Patting camper on the back

Positive Behavior Interactions with Specific Information

- Group 2 did a really good job getting organized that time.
- Thanks for paying attention, John.
- Did you see the way Jane helped Billy?
- The entire group worked well.
- Great job getting ready; it took you only 12 seconds.

Positive Interaction with Value Content

- That's the way to get quiet, now we can get on with the game.
- Group 3 watched me closely; they will know exactly what to do now.
- That was a good answer; you must have been listening very closely.

Also, remember not to pay much attention to one child that you ignore the rest of the group. Different strategies can be used for different situations. Redefining success, meeting a goal, trying, improving or winning can be used to motivate. Consult the camp supervisor for major problems and more ideas.

Teaching Suggestions

1. Be creative with whatever materials are at hand.
2. Choose games equal to the child's skill level. This will keep motivation high and discipline problems low.
3. Plan alternative indoor activities for each outdoor activity.
4. Know the game or skill well before you teach it.
5. Know safety hazards.
6. Check playing field/gymnasium and area for safety hazards. Check for glass, rocks, sticks, water on the floor, objects in the way, etc.
7. When talking to your group, have the children face away from the sun. Have the wind carry your voice. Find the most boring background for kids to look at. Talk loud enough so all participants can hear. Stand where you can see everyone.
8. Never speak while another is talking. Get and hold the eyes of every child. Do not try to talk over others talking. Do not scream for people to be quiet. Have the children tell their neighbor to be quiet. Games start when everyone in the group is quiet. This will help to control the group and give you a chance to give any last minute instructions to your group.
9. Demonstrate slowly. Demonstrate more than talk when explaining a new activity.
10. Tell your rules in a positive way. Do not attempt to tell all the rules before playing a game. You may have to adjust or change certain rules in order for the game to be successful. Keep explanations simple and short.
11. Ask questions before the game or activity. This will keep the kids mentally involved.
12. Use different techniques in dividing a group into teams. Be creative. Organize teams into positions quickly. Use shirts or jerseys in order to identify teams.
13. Use a whistle for a stop signal. Use a verbal command for go. For a well-controlled group, hand signals can be used.
14. Anticipate problems.
15. Have clear boundary lines and enforce them.
16. Speak only once - then act quickly and firmly.
17. Use elimination games sparingly. When playing games where children sit out as part of the rules, make sure they do not sit out for too long of a period - especially for the younger children.
18. Make sure everyone has a turn. Be sure every participant is involved and is enjoying himself or herself. Arrange for participation at all positions.

- 19.** Watch for fatigue and interest lag. Cut an activity off while interest and enthusiasm is still high. Do not allow it to continue until everyone is bored. The group will look forward to that activity again if they do not become bored with it. Listen to comments by children.
- 20.** Participate in games occasionally.
- 21.** Mix-up active games and quiet games. Allow children to cool down between activities.
- 22.** Go from one activity to the next without a lot of time between each activity.
- 23.** If an activity is not running smoothly it is the counselor's responsibility to stop the game, explain the issues and begin again.
- 24.** Debrief the lesson/program. This is an important leadership skill. Debriefing should take place right after a program or activity has been completed. Debriefing questions are usually open-ended. Possible debriefing questions included:
 - a.** How did you and your group members work together?
 - b.** What did you learn from this game/activity?
 - c.** Did working together with your group members remind you of a time when you had to use teamwork at home or at school? When?
 - d.** What is one thing that you learned about yourself during this activity?

Rules and Regulations

Staff

1. No alcohol or drugs. (Employee must sign a Drug Free Workplace Policy and Procedure Form.)
2. No smoking, dipping or chewing tobacco while on the job.
3. No foul language.
4. Never use physical discipline with a camper.
5. Arrive 15 minutes before your camp program begins and be ready to work at your scheduled time. Do not leave until all campers go home or the supervisor of your camp releases you.
6. If you must have time off, it should be requested in advanced and approved by your immediate Supervisor and/or the Recreation Manager.
7. Every counselor will be with his/her group at all times unless otherwise specified by the camp supervisor. This includes trips, swimming, movies, etc. **A COUNSELOR SHOULD ALWAYS ACCOMPANY CHILDREN TO THE BATHROOM IN PUBLIC PLACES!**
8. Counselor is expected to participate in all activities. ie not seating on bleachers.
9. While at the pool, counselors should not congregate, mingle and participate with the campers! Spread yourselves out in the pool and help watch the campers with the lifeguards!
10. Dress neatly. Wear staff T-shirt at all times while on duty. No cut-offs are to be worn. Do not wear any clothing advertising tobacco, beer, or other products that could be offensive.
11. Utilize the following discipline procedures:
 - b. **Give a verbal warning**
 - c. **Time-out of present activity**
 - d. **Send to camp supervisor and then to Recreation Manager if necessary.** We will contact parents if necessary. Under no circumstances will you physically discipline a child. All of the staff should enforce the same rules and not contradict each other. Always explain to the child why they are being punished.
12. The campers are your **#1 priority** while on duty. No friends, phone calls, or other distractions during work hours.
13. Visitors are not permitted during camp hours unless authorized by the camp director.
14. Counselors and supervisors must never engage in gossip concerning a camper or a camper's family and no name-calling (or nasty nickname).
15. Greet parents in a friendly manner. Let them know if their child had a good day or did something special that day. Remind them of the next day's activities if money is required.
16. Report all sickness and accidents to the Recreation Manager. A responsible counselor should fill out an accurate Accident Report Form. This should be given to the supervisor of the camp who in turn routes it to the Recreation Manager.
17. **Disposable gloves provided by the City of Rocky Mount Parks and Recreation Department should be worn at all times when treating accidents involving bodily fluids. (Blood, saliva, etc.)**
18. Never use phrases such as "Shut-Up." It is unacceptable.
19. **Try not to yell** when getting the attention of the campers. Use the "1-5 Count" or hands up approach. Yelling is sometimes offensive to the camper and the camper's parents.
20. Arrive at work with a smile and positive attitude each day.

21. Most of all have fun and remember that the summer is a child's favorite and most memorable time of the year.

Swimming Pool and Dressing Rooms

1. **All staff members, including volunteers, are REQUIRED to swim each day, and to assist the lifeguards. This is not a free time period.**
2. All staff members and volunteers are required to help enforce pool safety rules and regulations. They are also encouraged to help keep the pool clean.
3. All campers must take off their shoes before entering the locker room. Flip flops must be worn in the locker rooms.
4. Assist when appropriate with dressing campers.
5. All staff members and volunteers are responsible for helping to keep the locker rooms clean.
6. Encourage campers to use bathroom before they enter the pool.
7. Counselors should never leave campers alone in the dressing room.

Instructional Program

1. Arts and Crafts –CAMPERS FIRST! Your job is to assist them and encourage involvement and participation to the fullest degree! Make sure the campers have completed their project first before you start a project of your own.

Trips Away from Camp

1. All counselors and volunteers involved must be at the designated field trip by 9:00am unless otherwise notified.
2. All counselors and volunteers are expected to stay with the campers during the field trip.

Volunteers

1. Please contact the camp supervisor when sick or unable to attend camp by 7:00 am at (252)467-4903 or (252)467-4925.
2. Volunteers are expected to abide by the camp rules and regulations, as other staff members are expected to do.
3. Volunteers should not and will not be left totally responsible for campers at any time. The volunteer's duty is to assist the counselors and instructors.
4. Any volunteers who cause disciplinary problems will be asked not to return to camp.
5. Volunteers do not have an automatic privilege to go with the camp on special event trips. Only those volunteers who abide by the rules and are helpful to the group they are assigned will be invited to participate in the special event trips.
6. Volunteers should show initiative in helping campers. Staff members will instruct volunteers; however, volunteers need to be enthusiastic and helpful the entire day. Merely showing up at camp is not enough. The important part of volunteering is being helpful.

DO's:

- **Set your standards early.** The standards, which you set forth in the first two days of camp, will be upheld for the session. Establish rules and be firm in enforcing them.
- **Learn the campers' names immediately.** Anonymity gives a sense of security to troublemakers.
- **Keep the campers busy.** This does not mean that campers should have no free time. It does mean that you should avoid extended periods of time when all or most of the group has nothing to do.
- **Be reasonable and clear in giving directions or making assignments.** Do not frustrate campers by presenting difficult or lengthy directions – they are likely to become confused.
- **Cultivate a sense of humor.** Laugh WITH campers. **NOT AT THEM.**

Don'ts:

- **Try to buy popularity.** Be friendly, be fair, be the leader. You are the counselor, not another camper. Never allow familiarity by a camper.
- **Talk through noise or confusion.** The courtesy of polite listening is basic. Likewise, don't inflict upon your campers the rudeness, which you would resent from them. They should not have to talk through your noise.
- **Enter into arguments with campers or staff.** As a counselor and an adult, your campers and your peers should respect you. Don't create more excitement by entering an argument with them. Admit you are wrong if that is the case, but don't bicker.
- **Punish the whole unit for the wrong doing of a few.**

Remember:

In any disciplining "crisis," your first objective should be to have control of yourself. If you cannot control yourself, you surely cannot control others. If necessary, turn your back on the troublemakers and count to ten before continuing. Never lose control of yourself – campers will sense the loss and take advantage of it.

Supervision of Campers

The participants' safety is always our number one priority. You must be alert at all times. Use your "eyes" in the back of your head. Be on the look out for possible dangers such as - throwing rocks, sticks or sand, unsafe play areas, holes, etc. These can cause serious injuries to campers and staff alike. **STOP UNSAFE ACTIONS AND CORRECT UNSAFE PLAY AREAS IMMEDIATELY!**

No group should ever be left unsupervised. If there is an emergency, select two reliable campers (use your discretion) to go to the camp supervisor. If you are on a trip, send two counselors to the phone.

Other Employee Policies

Dress Code

Appropriate attire is a necessary part of the work environment. This shows continuity, identification and professionalism throughout the workplace. It also develops a sense of pride among workers.

1. Plain-colored walking shorts/pants/jeans/sweatpants are allowed. No cut-off jean shorts.
2. Shorts should not be more than 3 inches above the knee.
3. You will receive two T-shirts at the start of the camp season. These must be worn every day without exception. If a sweatshirt is worn in inclement or cold weather it must be plain or with a college logo.
4. Shirts should be tucked inside the pants.
5. You will receive a name tag that must be worn every day without exception.
6. No radios/headphones and cell phones may be used while on duty.
7. Hats, if worn, must be clean, properly worn and be of plain color.
8. Gym shoes or any other closed-toe shoe may be worn. Sandals or flip-flops are unacceptable. Flip-flops can be worn only at the city pool.
9. You must present a clean, neat appearance: hair, clothes, etc
10. Anything worn by staff, whether it be shorts, tops, pants, or skirts, should be considered *professional* attire.
11. A clean staff shirt/sweatshirt and nametag must be worn at all times (this includes directors and camp personnel).

***This policy will be strictly enforced as of June 11, 2011. The camp supervisor will make everyone aware of the policy. Staff members, who are considered to be in violation of the policy, will be asked to change before 9am.

Employee Discipline Policy:

In the event an employee fails to comply with any of the job segments, the following consequences will be in effect:

1. Tardiness to work / Improper dress / General Insubordination:
 - a. 1st Offense: Verbal Warning
 - b. 2nd Offense: Written Warning - in employee's personnel file
 - c. 3rd Offense: Termination of employment
2. Failure to show up for work, a scheduled meeting or training:

- a. 1st Offense: Written Warning
 - b. 2nd Offense: Termination of employment
3. The following is absolutely not tolerated while on duty. Violators will be subject to immediate dismissal:
 - Stealing
 - Consuming or using alcoholic beverages or illegal drugs and/or being under the influence of drugs and/or alcohol
 - Fighting and/or carrying weapons
 - Smoking during working hours
 - Harassment of campers and/or co-workers

Absenteeism:

Counselors are expected to be in attendance at camp every day. Do not however, come to camp if you are ill. If for some reason you must be absent because of an emergency or illness, contact Brian Harrell (252) 467-4902.

Time-Off Policy:

If, for whatever reason, you are unable to work your scheduled shift, you must fill out a time-off request form and get it signed by your camp supervisor. Without this signed form we will consider that you have failed to show up for work.

If you cannot work a scheduled camp session, you are responsible for finding your own replacement. You must indicate who is working for you on the time-off request form and have it signed by both your substitute and camp supervisor. If you do not complete this process, we will consider that you have failed to show up for work.

Payroll:

Employees are paid bi-weekly that begins on Saturday morning at 8:00am and runs through Saturday at 7:59am. Payroll will be due by 11:00am.

Payroll will be due on the following dates:

Wednesday, June 06
Wednesday, June 20
Wednesday, July 4
Wednesday, July 18
Wednesday, August 1

Wednesday, August 15
Wednesday, August 29
Wednesday, September 12
Wednesday, September 26

There will be no exceptions for payroll due dates. If you will be out of work the whole week or part of the week it is still your responsibility to get your payroll completed. You must sign your payroll sheet and the supervisor must sign your sheet. Without both signatures your payroll will not be accepted.

You will be paid by the city on the following dates:

Friday, June 1
Friday, June 15
Friday, June 30
Friday, July 13
Friday, July 27

Friday, August 10
Friday, August 24
Friday, September 07
Friday, September 21

Staff Evaluations:

Each staff person will be evaluated at the end of the summer. Only those people with satisfactory or above ratings will be offered employment next year.

Customer Service Counts:

1. Always behave in a mature manner.
2. Dress neatly. No cut-off shorts, ripped or dirty staff shirts or sweatshirts.
3. Always wear your nametag.
4. We have no double standards at camp. Rules that apply to campers apply to counselors as well.
5. Daily staff meetings are mandatory and important. These sessions are informational. They will help you do a better job.
6. Everyone who comes to camp is our guest. Be on your best behavior. Serve the campers needs first (have good manners, be polite, SMILE, receive them warmly). Have everything ready when campers get to camp.
7. We have no "bad days" at camp. If you are going to have a bad day, do it on your break, in the bathroom, etc. - NEVER in front of the children.
8. Practice a "no-excuses environment." We do not make excuses for anything. We correct things that are not right.
9. If caught in a situation in which parents are upset, aggressive, etc., conduct yourself in a businesslike, professional manner. Do not get emotionally involved. If you do not have an answer, say you will find out and FOLLOW UP. NEVER BADMOUTH the program, a counselor, or our methods of doing things to a camper or a parent.
10. Your job is to work with employees, NOT against them. You will be working long hours and disagreements are bound to occur. Take your differences aside and discuss them. NEVER argue in front of others - especially campers and parents.

11. THE ONLY PRODUCT WE HAVE TO OFFER IS SERVICE. This begins with the first moment the child arrives at camp until the very last day. A QUALITY PROGRAM and a POSITIVE ATTITUDE is KEY. This is required of EVERYONE!

Custom Service:

- QUALITY IS PERCEIVED AND MEASURED BY THE CUSTOMER.

As a counselor you are the eyes and ears of the parent. Ask yourself; "What would I, as a parent, expect of the camp?"

- BECOME OBSESSED WITH LISTENING

Listen to what the campers and parents are telling you. If you can change or correct something, do so. Do not drop the matter because there is nothing you can do, tell a superior about it.

- OFFER ATTENTION AND CARE TO THOSE WHO NEED IT MOST!

Oftentimes, it is the child who is unclean, shy, or comes to camp without bathing or brushing his/her teeth who needs your love the most. We seem to give only the well-groomed, cute child our attention. It is your job to treat children as an individual and give your time and attention to each one of them.

- ACHIEVE EXTRAORDINARILY QUICK RESPONSES

Display actions that let the participants feel they are important to you such as knowing the names of children and parents. Each camper is important to our success. When a child and a parent have a good experience, they will come back.

Parents pay us to worry about the little things. Customers form impressions of EVERY aspect of camp, not just one or two.

- YOU WORK FOR THE BEST

Together we are going to deliver the product the best way we know.

WE HAVE SELECTED YOU TO MAKE THIS YEAR'S SUMMER CAMP THE BEST!

Customer Relations

While working with the Rocky Mount Parks and Recreation Department, you will be spending most of your time with the children. The campers, along with their parents, are your customers. It is important to recognize the importance of practicing good customer relations. Handling customers effectively is a very important part of your job. Every time you deal with the public it is essential to practice good customer relations. If you cannot do it, this is not the job for you.

You are expected to be a positive role model for the participants, act in a mature manner, maintain a safe environment and answer patrons' questions to the best of your ability. You are expected to do these things effectively. The campers' parents pay your salary. They are entitled to courteous service. When you are a customer you want the same treatment.

A. What is Customer Relations?

1. Providing an enjoyable summer camp experience for the participants.
2. Realizing that the customer is your employer.
3. Realizing that as a public service provider this is your responsibility.

B. Why Practice Good Customer Relations?

1. It is part of the job.
2. It will make your job easier.
3. It is expected since the patrons help pay your salary.

C. What Makes Good Customer Relations?

1. Genuine desire to want to help each camper and parent.
2. An ability to treat all campers equally.
3. An ability to clearly explain the reasons for your actions.
4. An ability to carefully explain the reasons for various rules.
5. An ability to listen carefully to a question or problem, then to evaluate what is said and takes a proper course of action.
6. Not guessing when you do not know the answer.
7. An ability to make a good effort in helping patrons.
8. An ability to respond in a positive manner (smile) to citizens.
9. An ability to be polite to patrons.
10. Looking professional.

D. You Are More than a Counselor.

1. As an employee of the City of Rocky Mount you come into contact with more citizens than many other employees.

2. Make the most of the opportunity to give our patrons a good image of the City of Rocky Mount Parks and Recreation Department.

When dealing with parents, answer any questions that are general in nature. All discussions about camp policy should be referred to the camp supervisor. If there is a question about any staff members' treatment of a situation, it should be referred to the camp supervisor.

Any questions regarding accidents should be directed to the camp supervisor. The camp supervisor will refer to the accident report, which was filled. Make sure to file all accident reports in case any parent has a question regarding his or her child's accident.

Be sure to give reminders of upcoming events (i.e. theme weeks, guests, field trips, etc.) so that campers and parents are prepared. Also, have campers remind parents about when they will be returning from trips so they will not be late and there will be no confusion

City Harassment Compliance

The City of Rocky Mount is firmly committed to maintaining a positive and productive environment that is free from any form of harassment or intimidation and to ensuring that all employees are treated with dignity and respect. As such, harassment based on race, sex, religion, national origin, age, veteran status, disability, sexual orientation or any other protected criteria is expressly prohibited. All employees have the responsibility to ensure a workplace free from harassment. Management personnel are expected to city standards by providing a climate of open communication for employees. The City will not retaliate, nor will it tolerate retaliation, against employees who report harassment in good faith. The policy regarding harassment includes treatment of and by City employees as well as treatment by City employees of citizen's attending city programs.

Prohibited harassment may include, but is not limited to: epithets, slurs, derogatory comments or jokes, intimidation, negative stereotyping, threats, assaults or any physical interference with an employee's normal work or movement. It may also include written or graphic material (placed on walls, bulletin boards, electronic media, circulated in the workplace or elsewhere on company premises) that denigrates or shows hostility or aversion toward an individual or group because of legally protected status. More specifically, examples of sexual harassment include, but are not limited to:

- Unwanted sexual advances or propositions
- Offering employment advantages in exchange for sexual favors
- Making or threatening reprisals after a negative response to sexual advances
- Leering, making sexual gestures, displaying sexually suggestive objects, pictures, cartoons, or posters
- Verbal abuse of jokes of sexual nature, sexual innuendo, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, suggestive or obscene letters, notes, or invitations
- Unwanted physical contact of sexual nature, touching, brushing up against the body, assault, or impeding or blocking movements

All employees have the responsibility to ensure a workplace free from harassment. Supervisory personnel are expected to uphold City standards by providing a climate of open communication for employees. Employees are encouraged to deal directly with the offending party. In addition, these individuals have a responsibility to report the incident immediately to their manager, or any other member of management or to Human Resources.

The City will investigate harassment claims expeditiously and resolve them as soon as is practically possible. Violations of this policy will result in corrective action, up to and including immediate termination.

Complaints of harassment will be taken seriously and handled in an impartial and discreet manner at all times.

Note:

A full policy is available through your supervisor.

Facility Rules and Regulations

General Information

The gym area will be a home base during the day. It will be a place for storing items campers brought from home, a place for rest, a place for activities, and a cover during inclement weather. All Counselors are to be prepared at all times with games and activities that can be used in gym periods.

Specific Instructions

1. Make sure gym is clean before leaving each day.
2. DO NOT leave anything in gym after each day.
3. Put supplies in their proper storage place.
4. During the gym periods, keep children active in games, quiet watching a movie or hold a rest period, whichever is appropriate.

Booker T. Washington and South Rocky Mount Community Center

1. No running inside facility.
2. No rough play inside facility.
3. Food is allowed at designated times and areas. No food or drink is allowed in the carpeted room.
4. Encourage the children to drink plenty of water, especially on very hot days.
5. Unless the whole group is taking a bathroom or water break, allow only one child or buddies to leave the group at a time (good activities for the JC's to monitor).
6. Try to keep noise levels down to minimum.
7. Clean up the facility after using. Sweep aerobics room after lunch if eating in there.

Denton Street Swimming Pool

Rocky Mount Recreation and Parks' swimming pool rules and regulations were developed to assist in providing a safe and healthy environment for our campers and staff. Camp staff will strictly enforce all rules.

- To provide a non-threatening atmosphere which encourages participation in water activities regardless of ability level?
- To adapt water activities to meet the needs of campers with special needs.
- To expose campers to water safety rules and help them understand their importance through allowing campers to put them into practice.
- To expose campers to basic swimming skills and games and allowing opportunities for both.
- If campers need sunscreen and are unable to put it on themselves, please choose a waterproof all day brand and put it on just as they arrive each morning. Notify camp staff that the camper needs assistance.
- Campers are allowed in swimming areas only when lifeguard is on duty.
- No running, excessive splashing, dunking, shoving, or rough horseplay is allowed.
- Running and jumping into the water is not allowed.

- No diving in the main pool.
- Non-swimmers should remain in shallow water.
- Diving is allowed only in designated areas.
- No glass containers.
- No chewing gum.
- Profanity, improper behavior, and vulgar remarks are not allowed.
- Do not talk to lifeguards while they are on duty.
- Lifeguard chairs are for lifeguards only.
- Emergency equipment is for lifeguards only.
- Campers must abide by lifeguard's requests.
- Proper attire required. Men and boys must wear swim trunks with a liner. Women must have one piece swimming suits.
- Hair that is longer than shoulder length must be tied back.
- Inner tubes and floats will not be allowed in the pool or surrounding areas as this presents safety problems for lifeguards.
- Camp staff is not responsible for lost or stolen items.

Diving Board

- Campers are cautioned not to swim to the bottom of the pool directly in front of or underneath the diving board.
- The lifeguards may restrict the use of the diving board if the number of people in the deep end exceeds its limit.
- One person on the board at all times.
- Check to see that no one is under the board before you dive.
- One bounce only.
- Dive off the front end of the board and away from the board.
- Swim to the nearest side after diving.
- Hanging on the board is not allowed.

Health

- All persons are required to shower before entering the pool.
- Persons with severe cuts, open sores, rashes, skin eruptions, or known communicable diseases are not allowed in the pool.
- Rocky Mount Parks and Recreation Staff have the right to deny pool privileges to persons with an illness or injury or history of the same, which may compromise the health, and/or safety of self and/or others.
- Persons with incontinence problems must wear protective undergarment (plastic pants) while in the pool.
- Band-Aids should be removed before entering the pool.
- No persons suffering from fever, cough, cold or inflammation of the eyes, nasal or ear discharges shall be allowed to use the pool.

- Babies and young children who are not toilet trained **MUST** wear watertight protective plastic pants at all times. **NO DIAPERS ALLOWED IN THE POOLS OR POOL AREA.** This is required by health codes. Use of plastic pants helps to prevent the spread of potentially dangerous disease.

Camper and Staff Safety

The issue of campers or staff being “tossed” into the pool by a camp member must be addressed. As you are aware, this behavior is completely unacceptable. It sets a bad example for the campers, as well as violates the personal safety of the other employees involved. We know that everyone becomes friends at camp and some fun and games will occur; however, will not be tolerated. The staff has enough to do without having to worry about their safety. Any act of this nature will be treated as a form of harassment and will be dealt with according to the City’s policies on harassment.

Library

1. Children must whisper or stay quiet!
2. Encourage lifetime participation.
3. Assist the librarians in keeping the noise level minimal.

Bowling

1. Campers must complete a full game before buying snacks or playing other games.
2. Campers must wear socks.
3. Campers must use proper bowling etiquette. No distracting each other.
4. One child bowls at a time (per alley). All children must stay seated and away from the bowler until it is their turn! Use the seat rotation method. It is very effective and it keeps the children occupied.

Fun Park

1. Children can choose to play one game of putt-putt, ride bumper boats or ride the go-carts.
2. Once they have finished their activity, they can go in the arcade and play games or get something from the concessions.

Drop Off & Pick Up Procedures

All counselors need to pay attention when children are being dropped off and picked up in order to assist with identifying parents.

Should you ever have someone say that the child's mother or father is waiting outside, you should accompany the child to the parent to properly identify the parent.

Campers should only be picked up by an adult who is listed on their applications. For the first two weeks of camp if it is not the parent picking the child up a picture ID must be presented.

Do not feel embarrassed to ask for a person's ID. This is your job and your responsibility.

If you have any doubt or question in your mind about who is picking a child up, do not let the person have the child. Contact the child's parent to verify. Contact the camp supervisor or Recreation Manager that you are responsible to in case you are not able to reach the parent.

In most cases the children will know who they are to leave with. When you are dealing with younger children this is more questionable. In younger cases you may want to regularly ask for ID.

Please let the children wear nametags on the first day of camp only if there are no trips scheduled for outside of the camp. If you travel outside the camp the first day, take the nametags off.

PLEASE EXERCISE MUCH PRECAUTION!

Bus/Van/City Vehicle Procedures

Effective January 2005: New Child Passenger Safety Laws were implemented.

- Any child less than 16 years old must be buckled up in either the front or back seat of the vehicle.
- A child who is younger than 8 and weighs less than 80 pounds must be properly secured in a child passenger restraint device (CRD) that meets Federal standards and is appropriate for the child's weight and height. Belt positioning booster seats can be used for larger children between 40 and 80 pounds in lap and shoulder belt seating positions. **Belt positioning booster seats must never be used with just a lap belt.**
- When a child reaches age 8 (regardless of weight) or 80 pounds (regardless of age), a properly fitted seat belt may be used instead of a booster. Placing the shoulder belt under a child's arm or behind the back is dangerous and illegal in North Carolina.
- If no seating position equipped with a lap and shoulder belt to properly secure a belt-positioning booster seat is available, a child that weighs at least 40 pounds may be restrained by a properly fitted lap belt only.

School Busses

Vehicles not required to have seat belts are exempt from the NC child passenger safety law. Large school buses are exempt from the NC CPS Law since federal standards do not require seat belts on large school buses. School buses rely on strong, closely spaced, well-padded, energy absorbing seats and higher seat backs to "compartmentalize" and protect passengers during a crash.

Preschoolers

The National Highway Traffic Safety Administration recommends that preschool age children are best transported in a child restraint even on the larger school bus. (Thus we will no longer transport preschoolers on a school bus)

15 Passenger Vans

15 passenger vans are required to have seat belts in all seating positions and are covered under the NC Child Passenger Safety Law. Older models of vans may have lap-belt-only seat belts in rear seats. If this is the case children less than 40 pounds in weight are required to be in front facing restraint with a harness and children weighing at least 40 pounds can be in the seat belt without a booster seat. Children seated in the lap and shoulder combination belts must be in a restraint/booster seat or in properly fitted lap and shoulder belts.

1. All drivers of buses or vans holding 16 or more persons must have a Commercial Driver's license.
2. All drivers are expected to perform in a responsible manner. Racing in any form is strictly prohibited.
3. No horseplay is allowed on the vehicles. All children are to be seated in seats while the vehicle is in motion.
4. Bus drivers are responsible for having all the windows on the bus closed at the end of the day.

5. Drivers are responsible for proper gas and oil being maintained at all times. Gas is secured from Public Works facility. Your immediate supervisor should have a key.
6. All trips taken on the bus/vans/vehicles should be done in the most (gas) efficient method. (Mileage is used as a basis of payment or rental on buses.)
7. Bus should be swept out periodically and is expected to be left clean at the end of camp.
8. In case of any accident the following procedures should be taken. (No matter how minor!)
 - a. After a quick survey of the damages and injuries call 911 if necessary, your immediate supervisor, along with the police.
 - b. The supervisors should contact the owner of the bus (Nash-Rocky Mount Schools) and proper city officials. (Safety /Risk Manager at 252-972-1186)
 - c. Counselors shall only discuss accident / incident events with their supervisor and police only.
 - d. Supervisor of camp will determine who will contact parents of children on bus if necessary.

Counselors

1. Counselors are to control the behavior of the children riding the buses.
2. Counselors should spread themselves out among the campers on the bus to maintain order.
3. A counselor should always sit next to the emergency door.
4. Counselors should sit with different children, do not pick favorites.
5. Counselors should also be prepared to help quiet the group for announcements.

Risk Management

2012 Summer Camp Staff Contact Information

<u>Contact</u>	<u>Position</u>	<u>Number</u>
Kelvin Yarrell	Superintendent of Recreation	252-343-3137
Brian Harrell	Neighborhood Programs Coordinator	252- 343-3202
Mark Davis	Summer Fun Camp Coordinator	252-382-0855
Janie Evans	Recreation Aide	252-972-1169
Chris Allen	Summer Feeding Program	252-382-0864
Cody High	Recreation Assistant	252-567-2555
Shawnita Harper	Baskerville Camp Director	252-343-3159
Elizabeth Bolden	Englewood Camp Director	252-343-3199
Kendrick Alston	OR Pope Camp Director	252-343-3100
Susan Alston	SRM Camp Director	252-343-3206
Gail Thorne	Winstead Camp Director	252-382-4306
Kevin Leonard	Teen X-Treme Director - RMA	252-343-3140
Fran Fenderson	Teen X-Treme Director - Parker	252-

Important Sites

Spray Park at South Rocky Mount	Chris Allen	252-972-1170
Spray Park at Sunset Park	Shira Parrish	252-446-0500
Braswell Memorial Library	Linda Bunch	252-442-1951 x. 244
Imperial Center	Gerry Church	252-972-1342
Star City Skate & Play	Richard Damilowski	252-407-8322
Denton Street Swimming Pool	Shira Parrish	252-977-6231
The Bowling Center	Front Desk Staff	252-446-9557

Accident Report

1. ALL accidents or injuries are to be reported on the accident report (even minor scrapes, bee stings, etc.)
2. The counselor who saw the accident and treated it should fill out accident report forms.
3. Major accidents or injuries are to be reported to the camp supervisor and the Recreation Program Coordinator as soon as possible.
4. Accident reports are to be filled out completely, in detail, and submitted to the Recreation Manager on the same day of the accident or within 24 hours. Be sure to state facts not opinions!!!!
5. The camp supervisor should notify the parents of an injured child. Parents should be responsible for transporting the child for medical attention if possible and if needed, call 911 in a crisis situation. Be sure to give the location of the injured person, visible extent of the injury, the treatment being administered, and ask for advice. **CALL THE RECREATION PROGRAM COORDINATOR IMMEDIATELY!**

Workers Compensation

As a city employee you are covered under workman's compensation. To be covered you need to follow the steps listed below in order:

1. Notify Brian Harrell, Program Coordinator at (252) 343-3202 then notify City Nurse Tempsie Richardson at (252) 972-1193 to obtain the medical authorization that will enable the injured employee to go to Carolina Quick Care at 550 North Winstead Ave, (252) 451-3411.
2. If the employee is referred by Carolina Quick Care to another doctor, the center will contact the City Nurse, Tempie Richardson.
3. The Program Coordinator and/or the Occupational Health Nurse, the Parks and Recreation and Personnel Department staff can assist you in filling out your worker's compensation forms. This includes a more detailed accident report form and needs to be filled out as soon as possible.

Heat Emergencies

- **Heat Cramps**

Heat cramps are brief muscle spasms caused by exercise or strenuous physical activity in a hot environment. Symptoms may include painful spasms of muscle, nausea, heavy sweating, low blood pressure, cool and moist skin or feeling faint. If heat cramps aren't treated, it may progress to heat exhaustion.

Treatment:

1. Move to cool environment
2. Oral or IV fluid and electrolyte replacement
3. Do not massage the muscle
4. Hold strenuous activity for 10 – 12 hours

- **Heat Exhaustion**

Heat exhaustion is caused from excessive work or exercise in hot and humid places. The body begins to lose bodily fluids through excessive sweating and begins to overheat. Symptoms may include headaches, dizziness, weakness, mood changes (irritable or confused), nausea, decreases and dark colored urine, fainting and pale clammy skin.

Treatment:

1. Move to cool environment
2. Loosen or remove clothing
3. Lie down on back, elevate legs if dizzy or light headed. Lay on side if sick to stomach.
4. Wet with cool water and fan
5. Have the person drink some cool water (a small cup every 15 minutes) if they are not feeling sick to their stomach.
6. Seek medical help

- **Heat Stroke:**

A heat stroke is the most dangerous of heat related illnesses. A heat stroke could possibly be fatal and comes with little warning. Symptoms may include dry, pale skin (no sweating), hot red skin (looks like sunburn), mood changes (irritable, confused/not making any sense), seizures, and person may collapse.

Treatment:

1. Call for emergency help (911)
2. Rapid, aggressive therapy aimed at lowering the body temperature
3. Move to cool environment
4. Remove clothing
5. Promote cooling by applying cool water to body, if available put ice packs under the armpits and groin area.
6. If alert and not sick to stomach have them drink cool water (a small cup every 15 minutes).

Behavior Management

Discipline and Behavior Management Policy for Youth

Praise and positive reinforcement are effective methods of behavioral management of children. When children receive positive, non-violent, and understanding interactions from adults and others, they develop a good self-concept, problem-solving abilities, and self-discipline. Based on this belief of how children learn and develop values, this program will practice the following Discipline and Behavior Management Policy:

- **WE DO**

1. Praise, reward and encourage the child.
2. Reason with set limits for the child.
3. **Do model appropriate behavior for the child.**
4. Modify the camp and playground environment to attempt to prevent problems before they occur.
5. Listen to the children.
6. Provide alternatives for inappropriate behavior to the child.
7. Provide the child with logical consequences of his/her behavior.
8. Treat the child as a person, and respect his/her needs, desires, and feelings.
9. Ignore minor misbehaviors.
10. Explain things to the child on his/her level.
11. Use short supervised periods of "Time Out".
12. Stay consistent with the behavior management policy.

- **WE DO NOT**

1. **DO NOT** spank, bite, pinches, or physically punishes the child.
2. **DO NOT** make fun of, yell, threaten, make sarcastic remarks, use profanity, or verbally abuse the child.
3. **DO NOT** shame/punish the child when bathroom accidents occur.
4. **DO NOT** deny food or rest as punishment.
5. **DO NOT** relate discipline to eating, resting or sleeping.
6. **DO NOT** leave the child alone, unattended or with out supervision.
7. **DO NOT** place the child in locked rooms, closets or boxes as punishments.
8. **DO NOT** allow discipline of camper by other participants.
9. **DO NOT** criticize, make fun of or otherwise belittle the child's parents, families or ethnic groups.

All behaviors ideally will be handled by reinforcing appropriate behaviors in the following ways:

1. Reinforcing incompatible behaviors
2. Teaching/reinforcing a new behavior

3. Redirection
4. Correction

The following procedures are prohibited and will be considered abuse!!

1. Corporate punishment – spanking or striking a client.
2. Painful body contact.
3. Substances/medications administered to include pain.
4. Electric shock
5. Insulin shock
6. Deprivation of any basic necessities: medication, meals, sleep, and personal hygiene.
7. Unpleasant tasting food – contingent on behavior.
8. Non-attention to life threatening behaviors – self-injury, fasting.
9. Application of noxious substances for inappropriate behavior: noise, bad smells, splashing with water.
10. Any painful procedure or stimulus (ex. Bright lights).
11. Any mechanical restraint.
12. The following procedures are also prohibited unless included in a behavior plan:
 - a. Exclusionary Time Out – remove camper from activity
 - b. Regular Time Out – removal from positive reinforcement for more than 1 hour.
 - c. Response Cost – withdrawal or delay of access to personal possessions or scheduled activities due to behavior.
13. The following procedures are prohibited at all times:
 - a. Isolation Time Out – sending a camper to a room and closing the door.
 - b. Seclusion – sending a camper to a room and locking the door.
 - c. Restriction to a room for more than 15 minutes.

Disciplinary Action

Discipline and Dismissal

We feel that in order for a child to feel secure and cared for, certain guidelines need to be set, and action taken if the child steps out of these boundaries. A standard discipline procedure has been established so that all the children will be treated fairly. If a child is consistently disrupting a group and causing trouble that affects his/her safety or that of another child, the following procedures will be initiated:

1. Quiet reprimand/verbal warning (time-out).
2. Three time-outs in one day constitute one-day suspension from the program.
3. Child brought to office; the camp supervisor will evaluate and deal with the problem. Parent will be telephoned, or some sort of verbal contact will be made.
4. Child will be asked to stay home for a day.
5. If problem persists, the child will be asked to leave the program and no refund will be given.
6. For severe offenses, such as but not limited to fighting, theft, vandalism, possession of weapons or drugs, sexual misconduct the child will be dismissed from the program immediately, effectively by passing the first three steps of the procedure. This will also occur with instances judged unacceptable by the staff.

Time Out

Time-out is the removal of a child for a short period of time – **3 to 5 minutes** – from a situation in which the child is misbehaving and has not responded to other disciplinary techniques. The time-out space (usually a chair) is located away from the camps activities but with in the counselor's sight. During time-out, the child has a chance to think about the misbehavior that led to his/her removal from the group. After a brief interval of not more than 5 minutes, the counselor discusses the incident and appropriate behavior with the child. When the child returns to the group, the incident is over and the child is treated with the same affection and respect shown the other children.

-Adapted from original prepared by Elizabeth Wilson – student, Cataba Valley Technical College

Risk Management on a Playground

- Place yourself somewhere all the children can be seen.
- Do not allow children to use equipment not designed for their age group.
- Teach children to use equipment safely. (See below)
- Teach children to share and take turns on the equipment.
- Do not allow play on wet playground equipment.
- Do not allow running on the playground.
- Do not allow children to walk bare feet.
- Encourage children to listen to playground instructions.
- Encourage play with a buddy.
- Inspect playground daily for worn and broken pieces.

Slides – Instruct children to:

- Hold on with both hands as they go up the steps of the slide, taking one step at a time.
- Never go up the sliding surface frame.
- Keep at least one arms length between the children.
- Slide down feet first, always slide sitting up, one at a time.
- Be sure no one is in front of the slide before sliding down.
- Leave the bottom of the slide after they take their turn.

Swings – Instruct children to:

- Sit in the center of the swing – never stand or kneel.
- Hold on with both hands.
- Stop the swing before getting off.
- Walk way around the swing – never too close to the front or back.
- Never push anyone else in the swing or allow others to push them.
- Have one person in the swing at a time.
- Avoid swinging empty swings and never twist the swing chains.

Climbing Apparatus – Instruct children to:

- Use correct grip – use both hands.
- Be careful of climbing down and watch for those climbing up.
- Avoid having too many people using the apparatus at the same time.
- Start at the same end of the apparatus and move in one direction.
- Stay well behind the person in front and watch out for swinging feet.
- Never use apparatus when it's wet.
- Avoid speed contests of trying to cover too large of a distance in one move.
- Drop from the bars with knees slightly bent and land on both feet.

Safety and First Aid

One of the main objectives of camp is to provide a safe place for children to play. Regular inspections of equipment and facilities must be made to prevent unnecessary injuries. An attentive staff and the enforcement of a few rules can also reduce accidents.

- 1. Inspect equipment daily. (Camp supervisor or counselors should do this)**
- 2. Allow participants to use equipment that fits their age and their size.**
- 3. Conduct activities in safe, appropriate areas.**
- 4. Supervise all activities and events (“hands on” and “eyes on”)**
- 5. Maintain a safe play area.**
- 6. Do not tolerate pushing and shoving.**

Encourage campers to share equipment and games. Unfortunately accidents do occur regardless of our efforts to avoid them, but never panic in these situations. Always remain calm and try to keep the injured child calm as well. Other campers should be kept away from the area and, if possible, engage in some type of activity. In case of an emergency, phone numbers of parents and medical assistance should be with the camp staff.

Accident reports forms are kept by each camp (see form) and all injuries should be recorded, regardless of the extent of the injury. After filling out this information return it to the Program Coordinator or supervisor in charge of your camp. If there is an emergency and you must call for help, use the following number and give them all the necessary information.

FOR SERIOUS EMERGENCY, DIAL 911 (AMBULANCE, FIRE OR POLICE)

Emergency Action Plan:

- Have supervisor or trained CPR counselor stay with the hurt child.
- Designate one person to call 911
- **Tell them:**
 - Where you are calling from.
 - What has happened: The nature of the accident/ incident
 - Give them your phone number.
 - Never hang up until they tell you to do so
- Call parents of the child; call your supervisor and Superintendent of Recreation.
- The rest of the counselors should get other children away from injured child and continue activities with them. A.S.A.P.
- Fill out accident report forms as soon as possible.

PLEASE NOTE:

1. If there is an accident involving blood (even a small scrape), be sure to wear rubber gloves when treating the victim.
2. If any type of hypodermic needle is found DO NOT TOUCH – contact the Recreation Manager immediately for the proper disposal of apparatus.
3. If any weapons are found or if the children are in possession of any weapons confiscate immediately and contact the Recreation Manager.

First Aid:

- a. A complete medical card will be kept on each camper.
- b. Staff may review medical records at any time.
- c. All medication is to be kept by the director.
- d. Absolutely all medication is to be dispensed by the camp supervisor.
- e. In case of accident or emergency situation, notify the camp supervisor immediately.
- f. **ALL ACCIDENTS CONCERNING CAMPERS ARE TO BE REPORTED TO THE SUPERVISOR REGARDLESS OF SEVERITY**
- g. Any area, which the staff feels are unsafe to the campers, should be brought to the attention of the camp supervisor.
- h. If case of electrical storms, DO NOT keep group under trees, discontinue all water related activities, and bring all groups to their neutral sites
- i. Should a fire occur in any area, evacuate group at least fifty (50) yards from the burning area.
- j. No staff should call emergency number (ambulance, fire department, doctors, etc.) unless directed to do so by the camp supervisor.
- k. In an emergency situation, have the victim lie down until the camp supervisor arrives.
- l. In case of epileptic or other type of seizure:
 1. Keep victim lying down.
 2. DO NOT restrain victim
 3. DO NOT force any object between victim's teeth (it is medically impossible for a person to "swallow his or her tongue").
 4. If victim should begin to choke, place victim on his side to prevent aspiration.
 5. Notify the Director immediately.
- m. In the event of a cut or a open wound:
 1. Have victim lie down.
 2. Control bleeding by direct pressure.
 3. Determine how the cut was inflicted.
 4. Notify the camp supervisor immediately

n. In case of a possible fracture:

1. Have victim lie down.
2. DO NOT move the fracture area.
3. Notify the camp supervisor immediately.

o. In the event of a water related accident:

1. Remove victim from water.
2. Begin mouth-to-mouth resuscitation, if needed.
3. Notify the camp supervisor immediately.

p. Here are some signs in the event of choking (Obstructed Airway):

1. Wheezing
2. Grasping
3. Choking
4. Coughing
5. Grasping the Throat

If the person is not coughing, ask, “Can you speak?” A person who has a completely blocked airway cannot breath, cough or speak. Someone who is coughing forcefully should be left entirely alone. Normal coughing is more effective than any method you will be taught. Do not give back blows or anything else! If a person can speak, do not try to remove an object from the airway

- **Abdominal Thrust**

1. Make a fist using thumb side.
2. Place fist between rib cage and belly button.
3. Give thrust, inward “J like motion” upward and quickly.

- **Medication**

- a. We do not dispense medication of any kind to campers. Parents are responsible for doing this BEFORE a child arrives at camp.

Emergency Medical Procedures

- **Van Accident**

1. The van monitor should be designated as the person to contact camp supervisor.
2. Try to keep campers calm.
3. Keep campers in the van, if feasible.
4. If injuries occur, do not move injured persons. Wait for paramedics.

5. Camp supervisor will notify parents or guardians of campers.

- **Serious Pool Accidents**

1. Notify camp supervisor.
2. Assist lifeguards, if needed.
3. Remove other campers from pool or pool area, if necessary.

- **Paddle Boat Accidents**

1. Call out for HELP.
2. Paddle for shore.
3. If boat overturned, stay close to boat with camper.
4. Other boats close by should start moving toward the accident to help.

NOTE: Campers should never be in paddle boats without wearing life-jackets.

What to do if a Camper is Lost

If a child is "lost" while at camp, please follow these guidelines very quickly:

1. Immediately get children in their groups with their "buddies." If outside, move all campers indoors.
2. Counselors should check all bathrooms, buses, outside areas, the last activity site, etc.
3. Send a counselor to notify all other camps of the situation. Sometimes the camper has gone with another group in another camp.
4. Call the police at 911. They will dispatch a police officer right away.
5. Contact Brian Harrell at (252) 343-3202

If a child is not found after the police arrive, Parks and Recreation Administration will notify the child's parents.

Summer Camp Organizational Chart

